



K-Plussa Maksuaika card Purchase Protection Insurance

Valid as of 1 November 2020

1 Type of insurance

The insurance is a group insurance taken out by the bank for K-Plussa Maksuaika cardholders. The insurance covers losses arising from the theft of or damage to products bought using the card after a certain period following the purchase date.

2 Insured persons and territorial limits

The insured persons comprise holders of the main and joint cards whenever they use the cards as charge cards or credit cards for purchases. The insured persons may be private persons only.

The insurance is valid for purchases made throughout the world.

3 Objects covered by the insurance

A new individual, moveable object, which has been purchased for private use by the insured person using a valid card within the scope of the insurance as a debit/credit card, constitutes the object of insurance. Such an object must cost a minimum of EUR 40. If several objects have been bought at the same time, the price of each of these objects must be at least this amount.

However, the following objects are not covered by the insurance:

- foodstuff and other perishables
- jewellery, gemstones, clothes, live animals and plants
- motor vehicles or their parts, equipment and accessories
- cash, foreign currency, traveller's cheques, travel tickets and securities

4 Coverable insurance events

The insurance covers theft of or damage to the object of insurance if said theft or damage has occurred no later than ninety (90) days of the date on which the object came into the insured person's possession or within one hundred and eighty (180) days of the date on which the object came into the cardholder's possession in the case of a K-Plussa

Maksuaika card, which includes the K-Plussa feature; and the purchase was made at an outlet that generates Plussa points.

The insurance covers loss arising from theft, provided that the object was stolen from the insured person when it was in their possession or stolen from a locked place of storage. In the case of theft of an object from a locked place of storage, there must be proof that the object was stolen by means of burglary, which damaged the structures of the place of storage or locks or by housebreaking using some other means of force.

Damage to the object will be covered if the damage was caused by a sudden and unforeseeable external event.

5 Losses excluded from cover

The insurance does not cover

- 5.1 loss arising from theft, the exact time, circumstances, and place of which cannot be determined;
- 5.2 loss arising from the object disappearing or being left behind;
- 5.3 loss of or damage to an object arising from breakage resulting from a defect in the object or incorrect use of the object;
- 5.4 loss or damage arising from wear and tear, scratching, chafing, corrosion or other comparable gradual occurrence;
- 5.5 loss or damage indemnified under a specific law, guarantee or other agreement.

6 Indemnification regulations

6.1 Indemnification alternatives

In the event of theft, the compensation is based on the purchase price of the object paid by the insured person at the time of purchase, less the deductible.

In the event of damage to the object, the insurance covers necessary and reasonable repair expenses, less the deductible, but no more than the purchase price of the object paid at the time of purchase. If the object cannot be repaired, or repairing the object is too costly, the indemnity is based on the abovementioned purchase price of the object, less the deductible.

If the object of insurance has been paid in part using the card within the scope of the insurance, the indemnity payable equals only the amount of the purchase price paid or of repair expenses incurred.

Exclusion: Travel expenses incurred by the insured person and related to the damage or postage of the object are not coverable.

6.2 Maximum compensation and deductible

The maximum compensation payable under the insurance for each individual object amounts to EUR 2,000 or a lower purchase price of the object. For one insurance event, the maximum compensation amounts to 6,000 euros, which is also the maximum total of all compensation payable during the maximum validity period of three years indicated in the card.

In each insurance event, the insured person must pay a deductible of EUR 40.

6.3 Filing a claim

The insured person must immediately notify the insurance company of an insurance event.

The claimant must provide the insurance company with documents and information necessary for the assessment of the insurance company's liability. These include documents which confirm the occurrence and extent of loss, and the recipient of compensation. All crimes must be reported to the local police without delay.

Depending on the event, the following documents will be required:

- A sales slip, receipt for the purchase, or other document stating when and at what price the object was purchased.
- A copy of a K-Plussa Maksuaika card invoice, op.fi or OP-mobile card transaction.
- A copy of the report of offence as proof of theft or robbery and the related circumstances.
- A repair bill, an estimate of repair costs or an expert opinion stating that the damaged object cannot be repaired or that repairing the damaged object is too costly.
- Any other documentation and information that the insurance company may request.

The claimant must acquire said documentation and information and submit them to the insurance company at the claimant's own expense. Insurance companies share a non-life insurance information system which can be used in processing claims to check claims submitted to various companies.

6.4 Inspecting and storing the object

The insurance company must be given the opportunity to inspect the object. However, the fact that insurance company performs such inspection does not prove that the loss is coverable under the insurance. A damaged object must not be thrown away or eliminated before the inspection.

7 Safety regulations

The insured person must observe the safety regulations. If the insured person fails to observe the safety regulations, any compensation payable may be reduced or disallowed in accordance with the provisions of the Insurance Contracts Act.

7.1 Using and transporting the object

The instructions for use issued by the manufacturer, seller or importer of the object must be observed.

Fragile objects must be carried in hand luggage in public conveyances.

7.2 Objects in a place of storage or elsewhere

The doors, windows, hatches, and other entrances to storage places for moveable property must be closed in a manner providing protection against theft and burglary. Such closing must be performed in such a way that the storage place cannot be entered without damaging its structures or locks.

Keys to the home, accommodation facilities, or storage places may not be left or hidden in the vicinity of these premises and places. The lock must be changed or re-keyed immediately if there is reason to believe that the key is held by an unauthorised person.

The insured person must not leave an insured accompanying object unattended in public places such as bus and railway stations, marketplaces, restaurants, shops, lobbies of hotels or other accommodation establishments, beaches, sports fields, public conveyances, or popular tourist sites.

Any insured accompanying object left unsupervised must be stored in a locked, fixed storage space which cannot be entered without damaging its structures or locks.

When storing the insured object in a motor vehicle, caravan or boat, the vehicle and caravan must be locked.

7.3 Locking bicycles and boats

Bicycles must be protected against theft by a properly functioning lock.

A boat must be stored in a manner which provides protection against theft in a closed, locked storage space or locked to a fixed mooring using a chain and padlock with a steel shackle. When storing a boat outdoor, the outboard motor and any fittings belonging to the boat must be locked to the boat, which in turn must be locked in the manner as described above. A motor removed from a boat must be stored in a locked storage space.

8 General limitations of liability

8.1 Intent, gross negligence and being under the influence of alcohol

The insurance company is released from liability to the insured if the insured person has wilfully caused the insurance event. If the insured has caused an insurance event through gross negligence or if the insured person's use of alcohol or some other intoxicant has contributed to the insurance event, the compensation payable may be reduced or disallowed.

8.2 Nuclear accident and war

The insurance does not cover any loss incurred by

- nuclear accident as described in the Nuclear Liability Act, regardless of where the nuclear accident occurred
- war or an armed conflict

8.3 Action by the authorities

The insurance does not cover loss or damage caused by an action taken by the authorities.

8.4 Natural phenomena

The insurance does not cover loss or damage caused by a storm, flood, landslip, earthquake, or other comparable natural phenomena.

9 Issues related to the General Terms of Contract

This clause contains relevant parts from the provisions of the Insurance Contracts Act (543/94). The insurance contract is also subject to certain provisions of the Insurance Contracts Act not entered in these terms and conditions.

9.1 Salvage obligation

In the case of an insurance event or the immediate threat of one, the insured person must, in accordance with their ability, take the necessary action to prevent or limit the loss or damage.

If the insured person has wilfully or through negligence which cannot be deemed minor failed to observe the salvage obligation, the insurance company may reduce the compensation payable or disallow it.

9.2 Fraudulent conduct after the insurance event

If the insured person has, after the insurance event, fraudulently provided the insurance company with false or incomplete information

relevant to investigating the insurance event and assessing the insurance company's liability, the compensation may be reduced or disallowed, depending on what is reasonable under the circumstances.

9.3 Identification

The conditions stated above concerning the insured person with regard to causing an insurance event or observing the safety regulations or salvage obligation also apply to a person who co-habits with the insured person and uses the insured property jointly with the insured person.

9.4 Time of compensation payment and limitation on right to obtain compensation

The insurance company will pay compensation resulting from the insurance event in accordance with the insurance contract or notify the claimant of non-payment of compensation no later than one month of the date on which it received the documentation and information necessary for the assessment of its liability. The insurance company will pay penalty interest on any delayed payment of compensation in accordance with the Interest Act.

A claim must be presented to the insurance company within one year of the date on which the insured person

was informed of his right to obtain compensation and, at the latest, within ten years of the occurrence of the insurance event.

9.5 Filing a complaint or an appeal against a decision taken by the insurance company

A policyholder or claimant dissatisfied with the insurance company's claim settlement decision may appeal against the decision in a number of ways. If the matter remains unsettled after the insured person has contacted the insurance company, the insured person can ask for advice and counselling from the Finnish Financial Ombudsman Bureau, or request a recommendation for the decision from the relevant board shown below. A dissatisfied policyholder or claimant may also bring action against the insurance company in a district court.

Finnish Financial Ombudsman Bureau, Finnish Insurance Complaints Board, Porkkalankatu 1, 00180 Helsinki, Tel. +358 9 6850120, fax: +358 9 68501220, www.fine.fi
Consumer Disputes Board
Hämeentie 3, 00530 Helsinki,
Tel. +358 (0)10 3665200, fax: +358 (0)10 3665249,
www.kuluttajariita.fi.

If a claimant wishes to submit his claim case to a district court, he must submit it to the district court of his domicile in Finland or to the Helsinki District Court. Action must be brought within three years of the date when the claimant has received written notification of the insurance company's decision.

9.6 Alteration and termination of group insurance

At the end of each insurance period, a group insurance policyholder will notify the insured persons of any alterations of the insurance in the manner agreed in the group insurance contract, after which such alterations will apply to the insured persons.

If a group insurance policy ceases to be effective due to action taken by the insurance company or the policyholder, the policyholder will notify those insured of such termination in the manner specified in the group insurance contract. For the insured person, the insurance terminates in one month's time of the date the policyholder reported the termination.

9.7 Termination of group insurance in respect of the insured person in certain cases

For the insured cardholder, the insurance company has the right to terminate the insurance during the insurance period if

1. the insured has wilfully, or through gross negligence, failed to observe the safety regulations
2. the insured person has wilfully, or through gross negligence, caused the insurance event
3. the insured person has, after the insurance event, provided the insurance company with incorrect or insufficient information relevant to the assessment of the insurance company's liability. The insurance company will give a written notice of termination to the policyholder who will notify an individual insured person of said termination in writing.

After being informed of the grounds for permitting termination, the insurance company will give notice of termination without undue delay. For the insured person, the insurance contract will terminate in one month's time of the date on which the notice was sent.

9.8 Applicable law and other regulations

The Insurance Contracts Act and other Finnish legislation shall apply to the insurance contract.

10 Insurer

The insurer is Pohjola Insurance Ltd.

Insurance companies are monitored by the Financial Supervisory Authority

P.O. Box 103, FI-00101 Helsinki

Switchboard: +358 (0)9 83151, fax: +358 (0)9 8315328

www.fiva.fi

Pohjola Insurance Ltd, Business ID: 1458359-3

Helsinki, Gebhardinaukio 1, 00013 OP, Finland

Domicile: Helsinki, main line of business: insurance

Regulatory authority: Finnish Financial Supervisory

Authority, www.fiva.fi

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